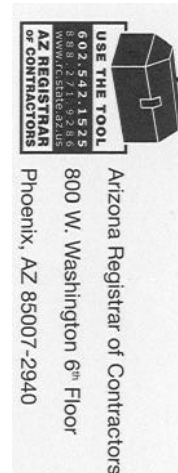
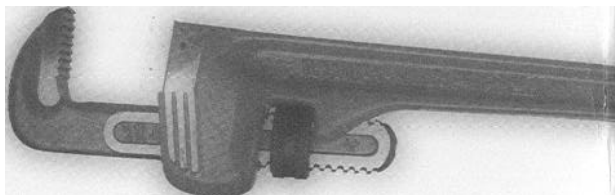


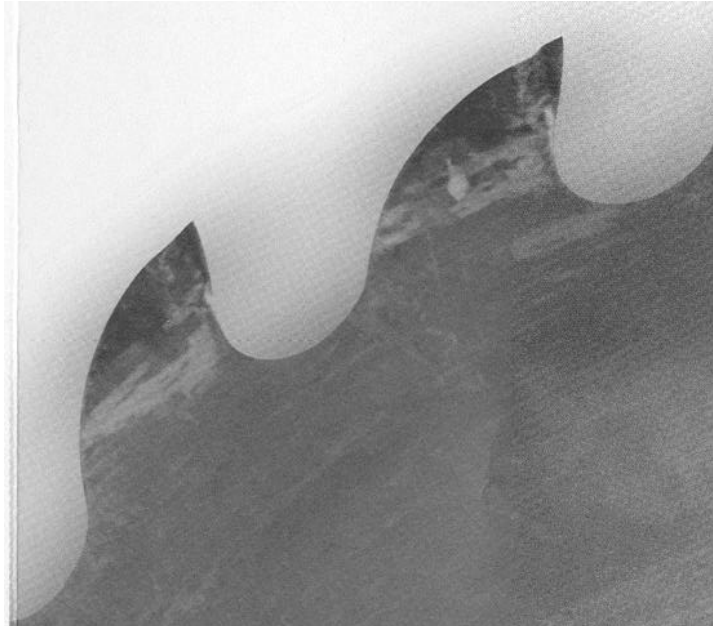
## Beware of Con Artists Posing as Licensed Contractors

A band of seasoned con artists, known as "Travelers," visit Arizona every fall, staying through spring, to prey on elderly homeowners. They use intimidation and scare tactics to convince seniors their homes are in dire need of repair, charge excessive amounts and, ask for advance payment – only to do shoddy work, if any at all, and vanish without a trace. Travelers typically solicit such home repair services as painting, asphalt and roofing. Travelers are known to drive new trucks, go door-to-door, and act friendly and polite to gain their victim's confidence. The Registrar warns all homeowners: Do not fall prey to the Travelers. *Contact the Registrar at (602) 542-1525; outside Phoenix, (888) 271-9286; or visit our website at [www.azroc.gov](http://www.azroc.gov)*



# Use the Tool

Arizona Registrar of Contractors



The mission of the Registrar is to promote quality construction by Arizona licensed contractors through a licensing and regulatory system designed to protect the health, safety and welfare of the public.

Established in 1931, the Registrar of Contractors regulates Arizona construction contractors. With more than 140 employees and 13 offices across Arizona, the Registrar provides licensing services for residential and commercial contractors, as well as financial protection services to residential consumers who utilize licensed residential contractors through its Recovery Fund.



## Protect Your Investment

### Hire a Licensed Contractor

#### Thinking about tackling a home improvement project?

Given Arizona's abundance of sunny skies and mild temperatures, homeowners across the state remodel their homes year-round.

Decided the job's too big for you to undertake yourself? The *solution is to hire a contractor-but* not just any contractor - a contractor that is licensed and bonded with the State of Arizona Registrar of Contractors.

The Registrar is the official licensing body for all commercial and residential contractors working in Arizona. All contractors performing residential and commercial remodeling and construction, where material and labor costs total \$750 or higher or where a permit is required, must be licensed and bonded. Contracting without a license is a crime in Arizona.

#### It pays to hire a licensed contractor

Consumers who hire licensed contractors have recourse through the Registrar's Recovery Fund if something goes wrong. The Recovery Fund is available to help cover the costs of correcting faulty workmanship performed by licensed contractors who are unable or unwilling to perform the necessary corrective work.

Consumers considering hiring a contractor can, at no charge, request information from the Registrar about any licensed contractor by contacting the Registrar's *24-hour hotline*, (602) 542-1525. Outside the Phoenix metropolitan area, call toll-free (888) 271-9286. Or, visit our website at [www.azroc.gov](http://www.azroc.gov).

#### Here's the Drill

Contact the Arizona Registrar of Contractors before you hire a contractor:

- 1) *verify the contractor is licensed*
- 2) *verify whether the license is in good standing.*

Through the Registrar, you can find out if a contractor has a complaint history or whether a license has been revoked or suspended.

In addition to contacting the Registrar to verify the existence and status of a license, the Registrar advises the following when hiring a contractor for home repair:

- Avoid door-to-door solicitors offering low-cost services - do not allow such solicitors into your home.
- Get at least three cost estimates.
- Ask for more than one reference.
- Ask for what type of protection the contractor provides, e.g., bonds, insurance, warranties, etc., and ask for written verification.
- Obtain a written contract from the contractor that includes the license number of the contractor, all services to be provided, the start and estimated completion dates of the remodeling project and a payment schedule.

- Do not allow a contractor to take you to the bank for payment and do not pay with cash.
- Ask for emergency contact information should, for example, changes in weather disrupt a home repair project.
- Remember, there is always time to contact the Registrar to verify a license. Do not allow a contractor to rush you into hiring him by telling you "it's an emergency" or that your "roof damage is in violation of city code."
- If it's too good to be true.. be wary.

So, before you begin your next home restoration project, use the right tool, contact the Arizona Registrar of Contractors. Arizona Statute 32-1124 requires licensed contractors to display a license number in all advertising.